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Connecting your Linksys router to the Internet

What computer operating systems does my Linksys router support?

The router supports these operating systems:

- Microsoft Windows XP SP3
- Microsoft Windows Vista SP1 and above
- Microsoft Windows 7
- Mac OSX 10.4.9
- Mac OSX 10.4.11
- Mac OSX 10.5 latest update
- Mac OSX 10.6 latest update

Why can't I connect my computer or device to my router?

Using a Wireless Connection:

- Check that the power cord on the router is connected to a power outlet. If connected to a power strip, make sure the power strip is turned on.
- Check that the router is connected to your DSL or cable modem using an Ethernet cable, also called a network cable or Internet cable. The cable modem is the box provided by your Internet service provider.
- Make sure the Ethernet (network) cable is securely plugged into the router in the yellow port labeled "Internet."
- Be sure to enter the correct router name and password. If the name or password was changed using a different computer in your home, insert the Easy Setup Key into the computer you want to connect to the router.
- Make sure your computer's built-in wireless adapter is turned on. Most laptops have a switch that turns its wireless feature on and off. This doesn't apply if you purchased an external wireless adapter. Refer to your computer's documentation or online Help if you're unsure where this switch is.

  If you have a Macintosh, make sure the AirPort status icon is in the menu bar and is turned on. Refer to your computer's documentation or online Help if you need help turning on AirPort.
- Check that the computer or device you're trying to connect is within range of the router's wireless signal. If it's too far away, or if there are other devices nearby, like a cordless phone, microwave, or baby monitor, the signal may be interrupted. Try moving your computer closer to the router.

Connecting with a cable:

- Check that the power cord on the router is connected to a power outlet. If connected to a power strip, make sure the power strip is turned on.
- Check that the router is connected to your DSL or cable modem using an Ethernet (network) cable.
- Make sure the Ethernet cable is securely plugged into the router in the yellow port labeled "Internet."
- Check that the cable connecting the computer or other device to the router is securely connected to one of the ports (labeled 1-4) on the router.

My router can't connect to the Internet. What can I do to try to fix it?

If your computer is connected to the router, but you can't access the Internet, try the following:

- Check that the power cord on the router is connected to a power outlet. If connected to a power strip, make sure the power strip is turned on.
- Check to make sure that the power light, Internet lights, port lights and wireless lights are on.
- Check that the router is connected to your DSL or cable modem using an Ethernet/network cable.
- Unplug the cable from your DSL or cable modem and turn off your router, and wait a full two minutes. Then plug the power cable back into your modem and wait another two minutes. It's important to wait a full two minutes to give the modem time to completely restart. And then turn on your router. Reboot your computer and try to connect to the Internet again.

My wireless computer has connected to the router in the past, but why can't I get it to connect now?

If you've connected a wireless computer to the router in the past and you can't get connected now, here are some things to try:

- Check if any of your wired computers can access the Internet. If your wired computer is NOT online, refer to the previous question, "**My router can't connect to the Internet. What can I do to try to fix it?**" on page 1. Otherwise follow the steps below:
- Make sure the router name or password has not changed. If it has, insert the Easy Setup Key into the computer you're trying to connect to update the name and password settings.

  If the Easy Setup Key was not updated with the new settings, open *Cisco Connect*, click **Router settings**, and then click **Update or create key** to update your Key. Then, insert the updated Easy Setup Key into the computer you're trying to connect. This will update the name and password settings and connect the computer to the router.
- If you're connecting to the router wirelessly, bring your computer closer to the router to make sure it's within wireless range to connect. If it's too far away, or if there are other devices nearby, like a cordless phone, microwave, or baby monitor, the signal may be interrupted.
- Turn your router off, wait 30 seconds, and then turn it back on. Wait until the lights are illuminated and blinking and try to connect to the Internet again.
- Make sure your computer's built-in wireless adapter is turned on. Most laptops have a switch that turns its wireless feature on and off. This doesn't apply if you bought an external wireless adapter. Refer to your computer's documentation or online Help if you're unsure where this switch is.

  If you have a Macintosh, make sure the AirPort status icon is in the menu bar and is turned on. Refer to your computer's documentation or online Help if you need help turning on AirPort.

I know my router is set up, but why can't my computer find my wireless network?

- Make sure your computer's built-in wireless adapter is turned on. Most laptops have a switch that turns its wireless feature on and off. This doesn't apply if you bought an external wireless adapter. Refer to your computer's documentation or online Help if you're unsure where this switch is.

  If you have a Macintosh, make sure the AirPort status icon is in the menu bar and is turned on. Refer to your computer's documentation or online Help if you need help turning on AirPort.
- Make sure your computer is within wireless range of your router. If they are too far apart, the wireless signal may be weak.

What happens if I'm connected to more than one network?

You can't connect to your Linksys router if your computer is currently connected to another router (network). If your computer is connected to another router, disconnect the cable between that router and your computer. Then, you can click **Next** in the Router setup to continue.

Why do I see two network names when I'm connecting to my Linksys router?

The Linksys router provides two separate, secure networks for your home. One is the main network that you should use for your home computers and devices, and the other is a Guest network that friends and family can use when they visit. When you have visitors who want to access the Internet at your home, you can give them the Guest network name and password, allowing them to use the Internet without being able to access your computers and personal data.

How do I disable my wireless connection utility?

The router requires that wireless connections are managed by the Microsoft Windows Wireless Connection Manager. Some laptops and computers are pre-loaded with a different wireless connection manager. If this is the case, you need to disable, or turn off, the other wireless connection manager, and enable the Microsoft Windows Wireless Connection Manager.

1. Disable the current wireless connection manager. To do this, you can typically right-click its icon in the Task Bar and disable it. If you can't find its icon, refer to your computer's documentation for details about turning off its default wireless connection manager.
2. Enable the Windows Wireless Connection Manager. To do this, click the *Windows Wireless* icon in the Task Bar to open the "Wireless Network Connection" dialog.
3. Click the **Change advanced settings** link.

4. Click the **Wireless Networks** tab, and click the checkbox for **Use Windows to configure my wireless network settings**.
5. Click **OK**.

How do I reboot my modem?

When setting up your router, you may have to reboot your DSL or cable modem so that it will work with your router. To do this, unplug the power cable from the back of your modem and wait a full two minutes. Then plug the power cable back into your modem and wait another two minutes. It's important to wait a full two minutes to give the modem time to completely restart. After the two minutes, click **Next** in the *Reboot your modem* dialog to continue setting up.

How do I find my DSL settings?

If you have a DSL or cable modem, you received your login settings from the company that provides your Internet service. If you're not sure what those are, contact the company's customer support.

I don't have a wireless computer. Can I still use the router?

You can connect to the router using a cable. Simply connect an Ethernet cable from your computer's network port to one of the ports on the back of your router.

If you are using an older laptop or computer that doesn't have a wireless feature, you can still connect wirelessly. To do this, you need to purchase a wireless adapter, which typically connects to a USB port on your computer and provides wireless capability.

Using the Easy Setup Key

What is an Easy Setup Key?

The Easy Setup Key is a USB flash drive that stores router settings such as name and password. It is not the same as your wireless adapter. Even though they look similar, they are different and perform different functions. The wireless adapter allows your computer to connect to any wireless network. The Easy Setup Key allows you to connect to a specific Linksys router.

You can insert the Easy Setup Key into any computer's USB port to easily connect that computer to the router. If you change the router name or password settings, you are prompted to update your Easy Setup Key with those new settings so you can use it to re-connect other computers. You should always update your Key whenever you change router settings.

If your router did not come with an Easy Setup Key or if you lose your Key, you can easily create one. See "**How do I create an Easy Setup Key?**" on page 3.

How do I create an Easy Setup Key?

If you lost your Easy Setup Key, or if your router did not come with a Key, you can easily create one using a USB flash drive.

1. Have a USB flash drive available.
2. Open **Cisco Connect** and choose **Router settings**.
3. On the *Router settings* page, click **Update or create key**.
4. Follow the directions to create a new Key using your USB flash drive.

I used my own USB flash drive to create an Easy Setup Key, now the other programs on the USB key don't start automatically. What happened?

When you create an Easy Setup Key, the autorun.ini file on many flash drives is overwritten with the router program and settings. This allows the router settings to run automatically whenever you insert the USB flash drive into a computer. If you have other programs on the drive, you can still navigate to them manually and open them.

Why didn't my router come with an Easy Setup Key?

Not all Linksys router models come with an Easy Setup Key. If your model did not come with a Key, you can easily create one using one of your own USB flash drives. See "**How do I create an Easy Setup Key?**" on page 3 for details.

Why do I need to keep my Easy Setup Key safe?

Your Easy Setup Key contains settings about your home network, including the network name and password. With this information, anyone could access your home network. Your router is the "gatekeeper" to your network and everything connected to it, including computers with personal data. So, be sure to keep the Key in a safe place.

Why is it important for me to keep my Easy Setup Key up-to-date?

The Easy Setup Key is the easiest way to connect other computers and devices to your router. Each time you change your router's name or password, you should always take the few minutes to update the Key. Then, when you want to connect computers to your router, it's an easy experience. If you have an up-to-date Key, you won't have to find the computer where the router settings were changed and open Cisco Connect to get those new settings.

Can I connect to my router without using the Easy Setup Key?

Although it is easiest to connect to your router using the Easy Setup Key, you can still connect manually. Simply select the network name from the list of available wireless networks, then enter the password when prompted. Refer to you computer's online Help for information about connecting to networks.

If you don't know the network password, go to the computer used to set up the router, open **Cisco Connect**, and select **Router settings** to see the network name and password.

Why do I get an error message when I remove the Easy Setup Key from my computer?

When removing a USB flash drive from your computer, you should always eject it, which prevents any loss of data on the flash drive. On a PC, click the *Safely Remove Hardware* icon in the task bar and follow the steps to remove the flash drive. On a Macintosh, select the flash drive in *Finder* and choose **File** and then **Eject**.

Connecting other computers and devices to your router

How do I add more computers and devices to my router?

One of the main benefits of having a router is that you can connect more than one computer or device and share an Internet connection. To connect another computer to your router, insert the Easy Setup Key into one of the USB ports on that computer. This will automatically copy your router name and password settings and allow you to access your wireless network. If your router didn't come with an Easy Setup Key, you can easily create one. See "**How do I create an Easy Setup Key?**" on page 3 for details.

To add a different type of device, such as a phone or gaming system, open **Cisco Connect** and choose **Computers and devices**, and then choose **Device**.

Note: Do not use the CD that came with the router to try to connect more computers. Use the Easy Setup Key or Cisco Connect instead.

Using Cisco Connect

What is Cisco Connect?

Cisco Connect is a software program that allows you to access your router's settings and its unique features. Using Cisco Connect, you can view and change the network name and password and set up parental controls where you can restrict Internet access to computer users in your home. You can also update and create an Easy Setup Key and turn on Safe Web Surfing.

To open Cisco Connect on a Windows PC, click the **Start** menu on your computer and then start Cisco Connect.

To open Cisco Connect on a Macintosh, navigate to the *Applications* folder in *Finder*, and then start Cisco Connect.

Why can't I use Cisco Connect when I'm away from home?

Cisco Connect can only be opened when you are connected to your router. When you are at a coffee shop or at school, you are connected to a different network, so Cisco Connect will not work.

What's the difference between Safe Web Surfing and parental controls?

When Safe Web Surfing is turned on, as you're surfing the Internet and are about to open a potentially harmful site, an alert displays in your browser telling you that the site may be harmful to your computer or to your personal data. There are certain sites on the Internet that are "flagged" as potentially harmful, meaning they may contain viruses, install malware on your computer, or attempt to access your personal data. You can continue on to the site, or decide not to open it. When Safe Web Surfing is turned on, it applies to all computers connected to the router.

Parental controls allow you to restrict the Internet on specific computers in your home. You can restrict access to the Internet for specific days and times, or allow Internet access but restrict access to specific Web content.

Why do I see duplicate names for computers and devices when setting up parental controls?

When setting up parental controls, you decide which computers and devices the Internet restrictions apply to. In the *Set up parental controls for* dialog box, sometimes a computer or device name might be listed more than once. This can happen if:

- A computer has connected to the router both wirelessly and with a wired connection.
- You have two of the same kinds of devices, such as phones, and both are listed with the same manufacturer name.
- You've given the same name to more than one computer or device.

If you want to set parental controls for an item that is listed more than once, select all instances of the name in the *Set up parental controls for* dialog box. This ensures that the Internet restrictions you set will apply to that computer or device.

I forgot my parental controls password and the answer to my secret question. What should I do?

If you forget your parental controls password and the answer to your secret question, call Customer Support for help.

What happens if I uninstall Cisco Connect?

When you uninstall Cisco Connect, all router settings remain unchanged. These settings include the router name, password, guest access, and parental controls. For example, if you have parental controls set to block Internet access for school nights, those settings remain in effect after you uninstall Cisco Connect. To remove or change router settings after you uninstall Cisco Connect, you need to reset the router to its original settings, and then use the router's browser-based utility. Refer to the User Guide for details about using the browser-based utility.

Working with router settings

What is a router name and password?

Your router provides a private network for the computers and devices (phones, gaming systems, PDAs) in your home. Using the router, those computers and devices can share one Internet connection and communicate with each other to share files, photos, a printer, etc. The router name and password are required for any computer or device you connect to your router. This prevents neighbors (or strangers) from accessing your network, and potentially your personal information.

You can use the pre-defined name and password that comes with your router, or you can change them to something you prefer. To change the name or password, open Cisco Connect and choose **Router settings**. Be sure to update the Easy Setup Key when you do this.

Important: If you change the router name or password, the next time you connect any computer or device to the router, you will have to use the new name and password, or insert the Easy Setup Key into that computer to automatically update settings.

I changed my router name and password. How can I connect my other computers to the router?

If you used Cisco Connect to change the router name or password, you were prompted to update the Easy Setup Key during that process. If you did update the key, take that key to the other computers you want to connect to the router and insert it into an available USB port. This updates the computer's settings with the new name and password and connects it to the router.

If you did not update the Easy Setup Key when you changed the name or password, open Cisco Connect, click **Router settings**, and then click **Update or create key** to update your Key. Then, insert the updated Key into the computer you're trying to connect. This will update the name and password settings and connect the computer to the router.

I want to update my router settings on my computer, but I don't have a free USB port to insert the Easy Setup Key into. What can I do?

If you're using a USB wireless adapter, you can remove the wireless adapter temporarily and insert your Easy Setup Key to update the settings on your computer. When the router settings are updated, remove the Key and re-insert your wireless adapter.

What are the Advanced Settings?

This is a browser-based program used for setting advanced router features, such as wireless encryption, SSID, and others. You should not use this utility unless you have configured routers in the past. It's best to use Cisco Connect's *Router settings* to make any changes. To access the utility, use the router password.

Important: If you change the router's password using the Router Settings option in Cisco Connect, the change is also applied to the browser-based utility. To access the utility, you have to use the new password.

My router's Advanced Settings have been changed and now I can't use Cisco Connect. What can I do?

If you or someone else used the Advanced Settings to make changes to the router settings, those settings were applied directly to the router and you can no longer use Cisco Connect. You can either continue to use the router's Advanced Settings to view and change router settings, or you can reset your router. If you reset your router, the name, password, and other settings return to the default settings – the way they were when you first installed the router. You can then use Cisco Connect to manage settings.

See "**How do I reset my router?**" on page 6 for details about resetting your router.

Resetting my router

How do I reset my router?

Resetting the router means clearing the name, password, and all other settings and returning it to the factory default – the way it was when you first opened the box.

To reset the router, use a small pen or an unfolded paper clip to push and hold the Reset button on the back of the router. Keep the button pushed until the power light blinks (approximately 10-15 seconds), and then release it. This returns the router name and password to its original settings.

If you were using Cisco Connect, un-install it. Then, insert the router CD to rerun the setup. This will create a new name and password for your router. To see this new name and password, open Cisco Connect and select **Router settings**. If you had parental controls set, you will need to reset those again.

I had to reset my router. Can I use the Easy Setup Key to return my router's settings to what they were before the reset?

Yes, if your Easy Setup Key was up-to-date with the current router settings before the reset, you can restore those settings. First, make sure the power and Ethernet cables are plugged into your router. Then insert the Easy Setup Key into the computer and it will automatically update the router settings to what was stored in the Key. These settings include router name and password. However, you will have to reset any parental controls and guest access password you had set up.